

PARTNERS IN PREPAREDNESS

Emergency Preparedness Workshop with Developmental
Disabilities Providers

December 3, 2009
The ARC of Baltimore



Commission on Disabilities

Nollie Wood Jr, Ph. D, M.P.H., P.D.F., Executive Director



Robert Maloney
Director

All Disability Providers NEED Emergency Plans!



Dundalk, MD
September 2009

We need to NETWORK



Agenda

- ❖ Welcome, Introductions/Background – Dr. Nollie Wood, Jr., MCD
- ❖ City's Emergency Plans – Lt. Robert Maloney, MOEM
- ❖ Continuity of Operations Planning – Laura Ponzio, MOEM
- ❖ Personal and Family Preparedness- Scott Brillman, MOEM, MCD
- ❖ BECON/Communications – Pat Nowlan, MOEM
- ❖ Facility Preparedness Exercise, JK Farrell, The ARC of Baltimore
- ❖ Table Top Discussion/Exercise
- ❖ Follow-up/Next Steps

PREPAREDNESS FOR YOUR FACILITY AND YOUR BUSINESS

Lt. Robert Maloney,
Baltimore City Emergency Manager

UNIVERSE OF PLANS

Plans have a variety of organizing principles:

- ❖ By jurisdiction
- ❖ By agency
- ❖ By incident
- ❖ By objective
- ❖ By function (activity)
- ❖ By hazard (scenario)
- ❖ By phase

UNIVERSE OF PLANS

❖ Strategic Plans

- ❑ What are our greatest risks?
- ❑ What are our capability gaps?
- ❑ How will we invest scarce resources to bridge those gaps and reduce risk?

❖ Operational Plans

- ❑ What functions must be performed in emergencies?
- ❑ Who will do what?
- ❑ What strategies will we employ to respond and recover?

HIERARCHY OF OPERATIONAL PLANS

- ❖ The City has two overarching operational plans
- ❖ Pertain to two distinct municipal roles

EOP

Emergency
Operations
Plan

COOP

Continuity of
Operations
Plan

EOP – PREMISE

The EOP relates to the City's role as provider of public safety/emergency services.

The EOP addresses:

- ❖ How will the City protect lives, property, the environment, and the economy in incidents that are unusually severe, widespread, prolonged, or complex?
- ❖ How will disparate resources from throughout the enterprise be integrated to provide non-routine services?

COOP – PREMISE

The **COOP** relates to the City's role as provider of numerous essential public services.

The COOP addresses:

- ❖ How will the City prevent essential services from being disrupted under adverse circumstances?
- ❖ How will enterprise resources be leveraged to increase the resilience of disparate programs and services?

EOP & COOP

BOTH plans address:

- ❖ What strategies and tactics will the City employ to cope with high-impact, low-frequency events?
- ❖ Who will do what and when?
- ❖ What additional plans and procedures are needed to succeed?

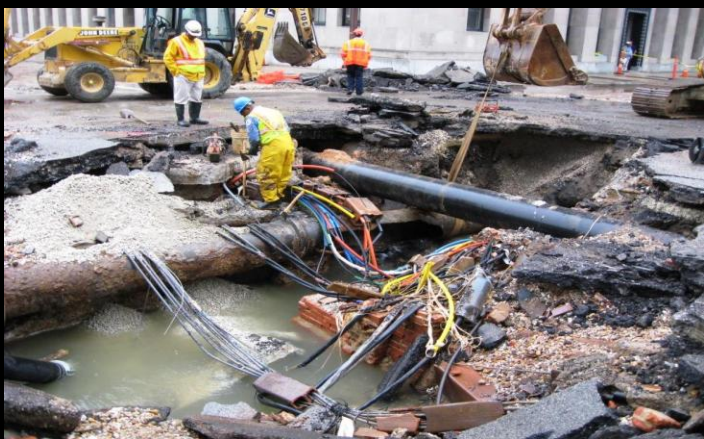
July 10, 2007

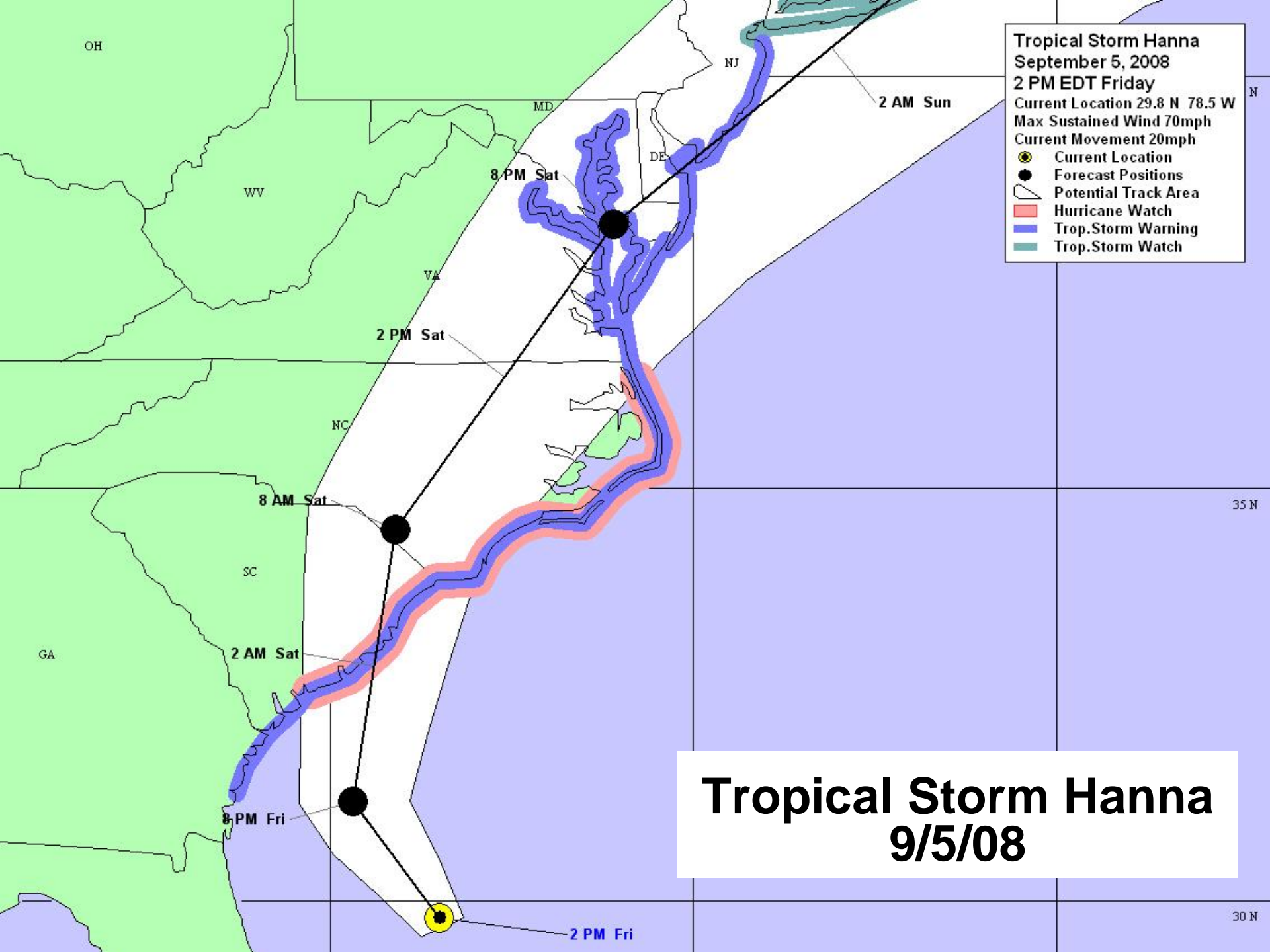


July 18, 2001 Howard St. Tunnel Fire



Water Main Break Shuts Down the City – April 28, 2009





Tropical Storm Hanna 9/5/08



10/15 & 10/17 – Underground Fires Greene & Redwood



Protecting Our Most Vulnerable Citizens

- ❖ Disasters have a bigger impact on:
 - ❑ Economically disadvantaged
 - ❑ Elderly & isolated
 - ❑ Individuals with disabilities
 - ❑ Individuals who depend on others for care

Our Role

- ❖ Develop, implement, and test emergency plans for the City
- ❖ Educate the public about disasters
- ❖ Coordinate response & recovery in an emergency

Our Role

- ❖ Incorporate the needs of your facilities into our plans
- ❖ Help you plan
- ❖ Communicate & provide assistance in an emergency

Your Role

- ❖ Know your facility's risks
- ❖ Be ready to act when authorities issue emergency instructions
- ❖ Prepare to be self-sufficient

Your Role

❖ Make a plan

❖ Train

❖ Test

❖ Revise

CONTINUITY OF OPERATIONS (COOP)

Laura Ponzio, Baltimore City Emergency Planner

What is COOP?

The effort to assure that the capability exists to continue essential functions during any emergency or situation that may disrupt normal operations. Essentially, the process of maintaining the operation of business.

Key Elements of COOP

- ❖ Plans and Procedures
- ❖ Essential Functions
- ❖ Delegation of Authority
- ❖ Order of Succession
- ❖ Alternate Facilities
- ❖ Interoperable Communications
- ❖ Vital Records and Databases
- ❖ Tests, Training, and Exercises

Plans and Procedures

- ❖ Written plan that addresses all COOP elements to include the decision process for implementing COOP plans and procedures.
 - ❑ Equipment and resource lists
 - ❑ Employee notification and accountability
 - ❑ Resource procurement

What is an Essential Function?

Essential Functions are those functions that MUST be performed to achieve an organization's mission.

What is an Essential Function?

❖ Organizations must:

- ❑ Determine what must be continued in all circumstances.
- ❑ Consider those functions that cannot be interrupted.

Delegation of Authority

- ❖ Who will act on behalf of the Facility Manager and other key positions?
 - ❑ Establish rules and procedures
 - ❑ Have authority in place
 - ❑ Train employees

Order of Succession

- ❖ Establish an order of succession for the head of the facility.
- ❖ Establish orders of succession for all other key positions.
- ❖ Identify limits on delegations of authority.

Alternate Facilities

- ❖ Three descriptions used for alternate sites:
 - ❑ Hot Site: already has in place necessary equipment, staff, food, and other supplies to conduct normal operations (may be a sister-facility).
 - ❑ Warm Site: equipped with essential equipment, staff, food, and other supplies to conduct essential operations (other similar facilities)
 - ❑ Cold Site: able to bring equipment, staff, food, and other supplies to conduct essential operations.

Interoperable Communications

- ❖ Internal and External Communications

- ❖ Redundant Communication Methods

- ❑ Cell Phones
 - ❑ Land Lines
 - ❑ Radios
 - ❑ Laptops/email

Vital Records

- ❖ Records or documents whose loss would cause
 - ❑ Disruption of operations and information flow;
 - ❑ Inconvenience; or
 - ❑ Replacement or recreation at a considerable expense.
- ❖ Two Types:
 - ❑ Emergency Operating Records
 - ❑ Legal, Medical, and Financial Records

Vital Records

❖ Client Records

- ❑ Brief medical face sheet
- ❑ Emergency data sheet

❖ Staff Records

- ❑ Address, phone numbers, e-mail addresses

❖ Payroll

Safeguarding Vital Records

- ❖ Make sure you have electronic and hardcopies of your records (USB drive, CDs).
- ❖ Identify risks involved if vital records are retained at their current locations.
- ❖ Offsite storage.

Testing, Training, Exercises

- ❖ Make sure employees are familiar with the plan
- ❖ Identify gaps and shortfalls
- ❖ Update and modify plans and procedures

More Information:

❖ FEMA

- ❑ <http://www.fema.gov/government/coop/index.shtm#2>

❖ MEMA

- ❑ <http://www.mema.state.md.us>
- ❑ For Business

PREPAREDNESS FOR YOURSELF AND YOUR FAMILY

Scott Brillman, Emergency Preparedness Manager

City of Baltimore

Citizen Preparedness Goal

The goal of the City is to empower individuals to take care of themselves, their families, and their communities for the first 72 hours after a major emergency.

Citizen Preparedness: Goals

- ❖ Make a household preparedness kit
- ❖ Make a family emergency plan
- ❖ Understand potential hazards and vulnerabilities
- ❖ Volunteer to help your community

Emergency Preparedness Kit: Three Most Essential Items

- ❖ 3 day supply of water (1 gallon per person per day).
- ❖ A battery powered radio and extra batteries
- ❖ A flashlight



Emergency Preparedness Kit: Additional Essential Items

- ❖ 3 day supply of non-perishable food. (and can opener)
- ❖ Extra medications
- ❖ A change of clothes, rain gear, sturdy shoes.
- ❖ Blankets.
- ❖ First Aid kit.
- ❖ Special items for infants
- ❖ An extra pair of glasses.
- ❖ Tool kit.
- ❖ Spare keys to your car, house, etc.
- ❖ List of physicians, medications, pharmacy, medical conditions.
- ❖ Accessibility equipment and supplies.
- ❖ Identification, credit cards, photo copies of important documents.
- ❖ Food, equipment, and other items for pets and service animals.
- ❖ Transportation, destination and meeting plan.
- ❖ Family communication contact information and plan:
 - Name, Relationship, phone numbers, email addresses, etc.

Citizen Preparedness: Pets

- ❖ If you have pets or service animals, make sure they are part of your plan and your preparedness kit.
- ❖ Have a cage to carry your pet and/or service animal in an evacuation
- ❖ Identification
- ❖ Picture
- ❖ Documentation of vaccinations



Protective Actions: Shelter In Place

- ❖ Shelter-In-Place involves simply staying in your house or inside any other location you might be to avoid harm.
- ❖ Listen for information:
 - ❖ Local radio and TV news stations
 - ❖ Comcast Cable Channel 25

Protective Actions: Evacuation

- ❖ In certain emergencies you may be instructed to evacuate your home or other building that you may be in.
- ❖ It is important that you prepare ahead of time to leave your home on short notice.
- ❖ The simplest and most effective things you can do are assemble a go kit and identify a place to go.

The Vision: A Resilient City

- ❖ Pushing preparedness to the individual and community level in order to create a disaster-resilient City.
- ❖ City's resiliency depends on institutional resiliency.
- ❖ Institutional resiliency depends on household resiliency.

Remember ...

❖ Make a plan

❖ Train

❖ Test

❖ Revise

BECON

Baltimore Emergency Communication Network

Pat Nowlan, MOEM
BECON Administrator

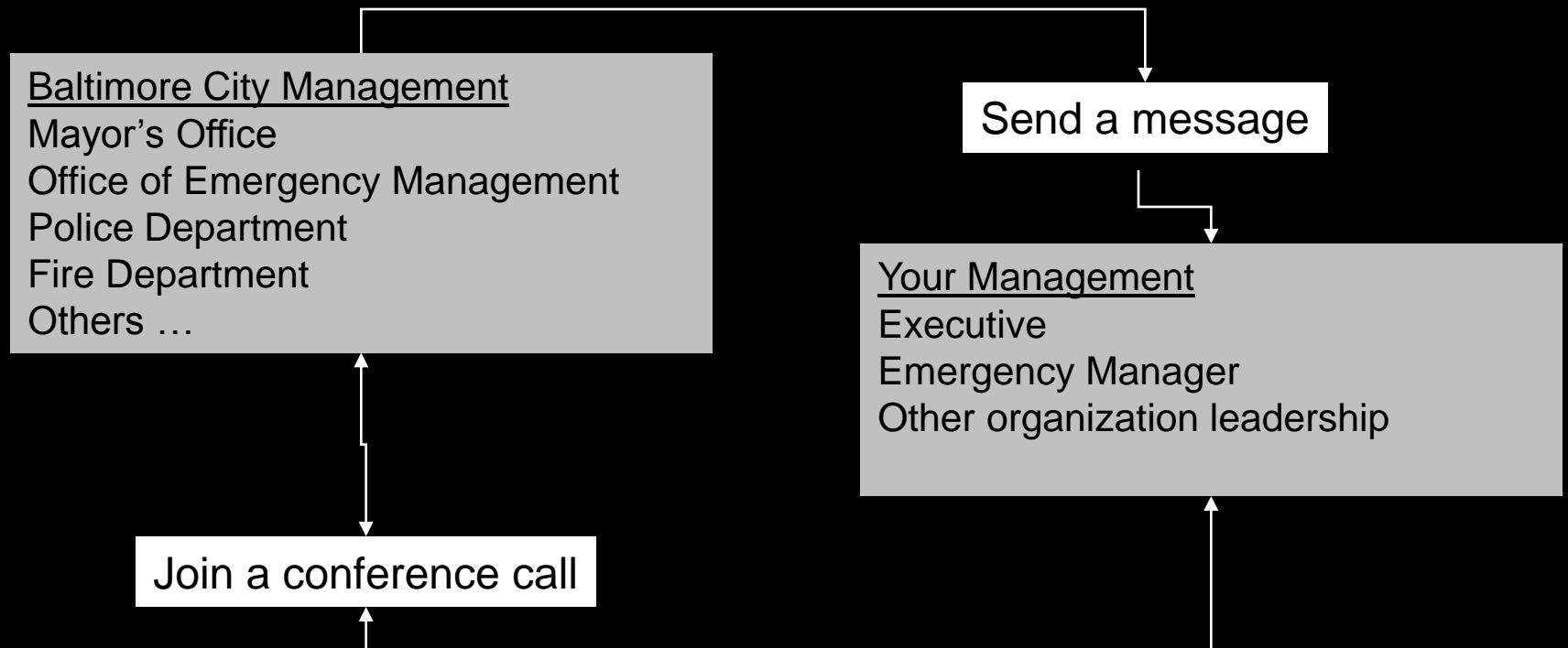
BECON - Purpose

- ❖ Simple tool to enable public-private sector communication in a major emergency.
- ❖ During major emergencies
 - ❑ City can inform members of conditions
 - ❑ Provide instructions for protective actions
 - ❑ Solicit facility status
 - ❑ Request assistance
 - ❑ Arrange for additional coordination by conference call

BECON - Background

- ❖ Uses a technology called AlertFind
- ❖ BECON was originally initiated by the City, the Downtown Partnership of Baltimore, and downtown businesses
- ❖ Administered by the Mayor's Office of Emergency Management
- ❖ BECON tests are held at least twice a year

BECON – Communications tool



BECON - Messages

- ❖ Multiple methods of reaching you
 - Phone – business, personal, mobile
 - Email
 - Text message
 - Pager
- ❖ Facilitate a conference call

BECON – Registration

- ❖ BECON Disability Service Provider Coordinator
 - ❑ Scott Brillman
 - Collects contact information for your organization
- ❖ Each organization may designate up to two contacts using the provided template
- ❖ Information template available today

Testing Your Organization's Preparedness

The ARC of Baltimore Disaster Drill

JK Farrell, The ARC of Baltimore



The ARC of Baltimore Disaster Drill



Today's Table Top Exercise

- ❖ 5 Minutes
- ❖ Discuss in Groups
- ❖ 1 Group Liaison to Report

Lets get started...

Tabletop Scenario

- ❖ January 15th 2009
- ❖ H1N1 still on the Rise
- ❖ Hospitals and Doctor Offices are at Capacity
- ❖ 50% of your staff is Sick with H1N1 Flu
- ❖ **What steps will you take to continue operations?**



Next Steps

Filling in the Gaps

- ❑ Education and planning
- ❑ Availability of Medications
- ❑ Facility Preparedness (especially generators)
- ❑ Notification/Communications Redundancy
- ❑ Designation of emergency points of contact and roles for providers.
- ❑ Medical Care for citizens with implants or dialysis requirements
- ❑ Standard format for provider emergency plans.
- ❑ Identification of emergency preparedness staff by each provider
- ❑ Development of mechanisms for inter-provider support (mutual aid)
- ❑ Identification of transportation and other resources to increase preparedness efficiency and reduce redundancy across DOT/MTA, city and providers.

Next Meeting

❖ Date: April 15th 2010

❖ Location: TBA

Topics:

❖ Facility Emergency Plans/Preparedness

❖ Transportation

❖ Mutual Aid Agreements

PARTNERS IN PREPAREDNESS

**Mayor's Office of Emergency
Management**

www.baltimorecity.gov/emergency

Email: EOC@baltimorecity.gov

410-396-6175

Mayor's Commission on Disabilities

www.baltimorecity.gov/government/disabilities

443-984-3170

(voicemail) TTY 711

PARTNERS IN PREPAREDNESS

❖ Questions

❖ Comments

❖ Ideas

❖ THANK YOU!

Summary

Attendance

Provider Participants:

- ❖ **Abilities Network**, Andrea Freeman; **ARC of Baltimore**, JK Ferrell; **Gallagher Services**, Donna Bosley; **Bee Homes**, Tracy Brown, LaTanya Bryant; **Changing People's Lives**, Ruth Bradford, Merle Wolf; **Center for Social Change**, Vicki Rapoport; **Creative Options**, Tim Reihl; **Emerge**, Michael Cahagan; **Forward Visions**, Lakaina Williams; **Humanim**, Mike Hall; **Jewish Family Services**, Sandi Ramkahalawan; **Kennedy Krieger Institute**, Jackie Stone; **LIFE**, John Callanan; **Lifeline**, Lauren Cohen, Jackie Colbert; **Living Sans Frontieres**, Danella Armstong, Emmanuel Ndiaye; **Northstar Special Services**, Margaret; **Progressive Horizons**, Dorothy Jones, Daniel Okorie, Tina Balogun; **Shura**, Tiye Mulazim, Munir Mulazim; **St. Peters Adult Learning Center**, Nancy Van Horn; **Starflight**, Shanta Corbin; **Quantum Leap**, Abigail Baldwin; **Chimes**, Cecil Fox; **League for People with Disabilities**, David Greenberg; **UCP Central Maryland**, Rich Ottone; **MACS**, Mary Catherine Saporito

Unable to Attend:

- ❖ Alliance; Athelas; Bello Machre; Home Sweet Home; Shared Support Maryland, Inc., BluEmploy, Inc, Caring Hands, Dominion Resource Center, Erosun, Fidelity Resources, Inc, Innovative Services, Maxim Healthcare, Mid-Atlantic Services;

Summary

Discussion:

- ❖ Dr. Nollie Wood, Jr. gave a background on the Mayor's Commission on Disabilities and the importance of Networking and Preparedness.
- ❖ Lt. Robert Maloney discussed Baltimore City's Emergency Plans, the City's responsibilities during an emergency and the provider's responsibilities.
- ❖ Laura Ponzo reviewed COOP plans, and discussed the Provider Emergency Planning Tool
- ❖ Scott Brillman Reviewed Personal, Family, and Business Emergency Preparedness
- ❖ Pat Nowlan presented BECON. All providers should send in their contacts to Scott Brillman by 12/11/09
- ❖ JK Farrell discussed his Emergency Preparedness Drill and the importance of training and testing your organization.
- ❖ Table Top Exercise
 - Ideas: Need to network beforehand with other organizations, Need to have a phone tree ready and working, need to cross train employees beforehand. Need backup plans in place before the emergency happens. Need to contact your emergency management agency in your specific jurisdiction. Need to list essential functions and non-essential functions for your business. Need to have transportation plan in place.
- ❖ Follow-up: Should have the surrounding counties participate, Need to Discuss Transportation issues in next meeting
 - **Next Meeting- Thursday, April 15, 2009 – 12- 2 p.m.**